

Adult Services Training Schedule

Building Excellence in Adult Services

**Adult Services Section
North Carolina Division of Aging & Adult Services
(Revised February 2005)**



2004-2005

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Staff Directory

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Kathy Schindler	Administrative Secretary
Nancy Warren	Adult Services Program Administrator
Vacant	Adult Services Program Coordinator
Rosalyn Pettford	Adult Protective Services and Guardianship Program Coordinator
Kate Walton	Guardianship Consultant
Laura Cockman	Adult Protective Services Consultant
Charlene Wilson	Adult Services Office Assistant
Monica Nealous	Office Assistant
Vicky Church	Adult and Family Services Consultant
Geoff Santoliquido	State County Special Assistance Program Manager
Brenda Porter	Special Assistance Program Consultant

Adult Programs Representatives

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Terry Brubaker	(252) 637-3279	Field-based
John Castro	(704) 639-7729	Field-based
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Emily Hale	(252) 536-4586	Field-based
Sam Hubbard	(828) 684-3248	Field-based
Joyce Massey-Smith	(336) 591-4205	Field-based
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Adult Services Program Compliance Representatives

Deborah Chavis	(919) 449-0055	Field-based
Vicki Kryk	(919) 469-2388	Field-based

Special Assistance Program Compliance Representatives

Bettie Johnson	(828) 262-4050	Field-based
Sharon Odenwelder	(910) 429-0785	Field-based

Center for Aging Research and Educational Services (CARES)

(919) 962-0650

<http://ssw.unc.edu/cares/cares.htm>

Gary Nelson
Dan Hudgins
Valerie Balog
Kathleen Lowe
Mary Anne Salmon
Margaret Morse
Libby Phillips
Jane Armstrong
Robin Gault-Winton

Center Director
Program Coordinator
Education Specialist
Education Specialist
Research Specialist
Publications Specialist
Office Assistant
Education Consultant
Education Consultant

Adult Care Home Case Management Basic Training

Description

This one-day workshop is designed to enhance knowledge and skills to carry out the responsibilities for Adult Care Home Case Management Services. Using the Adult Care Home Case Management Services Manual (Volume V, Chapter IX), participants will concentrate on basic case management principles and program policies and guidelines. Training methods include lecture, large group discussion, small group exercises, and a question and answer session.

Objectives

At the conclusion of this training, participants will be able to:

1. provide Adult Care Home Case Management Services consistent with Medicaid and DSS policies and procedures;
2. locate information in the Adult Care Home Case Management Services Manual to carry out program responsibilities; and
3. list the program requirements for eligibility.

Audience

Adult care home case managers and their supervisors from county departments of social services and area mental health/developmental disabilities programs.

Contact Person: Geoff Santoliquido

Dates:

November 17, 2004

March 8, 2005

Locations:

Vedco Bldg, Exchange Nature Center
401 West Caswell St.
Kinston, NC

Western Piedmont Community College
200 East College Drive / Eastern Campus
Morganton, NC

Adult Day Services Annual Training Workshop: Building Bridges to Better Care

Description

This three-day workshop is designed to assist county DSS staff in developing consultative skills and knowledge of adult day service programs, policies, and procedures. Emphasis is given to the *North Carolina Adult Day Care and Day Health Services Standards for Certification* and the role of county DSS staff in assuring compliance with these standards. Training will focus on specialized program development as well as key aspects of certification, monitoring and certification renewal. Training methods include professional lectures, skills practice, and group discussions. In addition, the workshop familiarizes each participant with additional sources of information and assistance through distribution of a comprehensive resource notebook.

Objectives

The overall goals of the training are:

1. to give Adult Day Services (ADS) professionals a better understanding of Adult Day Care/Day Health statutory requirements and how the regulations work with regards to certification and monitoring;
2. to help ADS professionals understand State policies and procedures for initial certification, monitoring, and recertification;
3. to encourage consistent implementation of ADC/DH standards, policies, and procedures across counties;
4. to understand the roles of the ADS Coordinator and Health Specialist as consultants and promote supportive working relationships with adult day service providers;
5. to provide ADS professionals with knowledge of specialized program development and equip them with skills to effectively serve as a resource for adult day service providers;

Audience

The Adult Day Services Basic Training Workshop is designed for county staff and program directors responsible for monitoring and supervising adult day service programs.

Contact Person: Karisa Derence, Program Consultant
NC Division of Aging and Adult Services
(919) 733-0440 or karisa.derence@ncmail.net

Dates:

March 30 – April 1, 2005

Locations:

Hilton Riverside Hotel
Wilmington, NC

Adult Home Specialist Basic Orientation

Description

This one-week workshop is designed to provide new Adult Home Specialists (AHSs) and new Supervisors of AHSs a beginning level of knowledge and skills in monitoring and reporting compliance with the Adult Care Homes Rules (10A NCAC 13F and 10A NCAC 13G). Training methods include lecture, large and small group discussion, exercises and opportunity for questions and answers.

Objectives

At the conclusion of this training, participants will be able to:

1. understand the role and responsibilities carried out by county departments of social services related to adult care homes, particularly those of the Adult Home Specialist;
2. understand the statutory requirements, state policies, and procedures pertaining to adult care homes;
3. understand current standards for adult care homes and gain basic skills in the monitoring and enforcement of standards; and
4. understand policies and procedures for the initial licensure and license renewal of adult care homes.

Audience

New Adult Home Specialists (AHSs) and new AHS supervisors

Contact Person: Pamela Little
Training Coordinator
Adult Care Licensure Section
Division of Facility Services
(919) 855-3791.

Dates:

November 2 – 5, 2004

Location:

Marriott/Hanes Mall
Winston-Salem

Adult Protective Services Basic Skills Training

Description

The Adult Protective Services Basic Skills Training provides county DSS staff with a working knowledge of law, policy, and practice issues which will enhance their basic skills in receiving and evaluating reports and in planning services for abused, neglected or exploited disabled adults who are found to be in need of protective services. Training methods include lecture, group discussions, skills practice, and work with case studies. The training consists of two modules. Module I will be offered as an independent session at all of the sites across the state.

Module I is two days in length and introduces participants to the field of Adult Protective Services and the requirements for receiving and screening reports.

Module II is three days in length and introduces participants to the knowledge and skills necessary for completing evaluations, making case decisions, obtaining authorization, and planning services to protect disabled adults.

Module I is a prerequisite for attending Module II, with one exception. Anyone who has previously attended the APS Basic Skills Training in its entirety may register for either Module I or Module II.

Objectives

At the conclusion of both modules of this training, participants will be able to:

1. understand and use the statutory requirements, state policies, and social work practice guidelines in APS;
2. understand the reason for consistent implementation of these statutory requirements and policies and guidelines from county to county;
3. improve service delivery to APS clients through the use of knowledge, skills, and values covered in this training;
4. demonstrate basic skills in APS report screening; assessment and evaluation; case decision-making; assessment of capacity to consent; service authorization, planning and provision; special issues related to APS in facilities; and case documentation;
5. understand the philosophical framework which emphasizes social work values critical to APS practice; and
6. operate with confidence in a complex program area.

Audience

Social workers who have responsibility for evaluating and planning services for Adult Protective Services cases and line supervisors who have management responsibility for this program area. Social workers who provide back-up or after-hours coverage for Adult Protective Services, or have responsibility for adult services intake will also find this training beneficial.

Contact Person: For questions regarding training content, contact Laura Cockman.

(continued on next page)

Dates and Locations:

MODULE I

September 1 - 2, 2004
Columbus County DSS
40 Government Complex Road
Whiteville

November 9 - 10, 2004
Haywood County Public Library
678 South Haywood Street
Waynesville

January 13 – 14, 2005
Cornelius Town Hall
21445 Catawba Avenue
Cornelius

April 6 - 7, 2005
Martin Community College
1161 Kehukee Park Road
Williamston

MODULE II

September 14 - 16, 2004
Columbus County DSS
40 Government Complex Road
Whiteville

November 30 – December 2, 2004
Haywood County Public Library
678 South Haywood Street
Waynesville

January 25 - 27, 2005
Cornelius Town Hall
21445 Catawba Avenue
Cornelius

April 19 – 21, 2005
Martin Community College
1161 Kehukee Park Road
Williamston

Adult Protective Services: Assessing An Adult's Capacity To Consent

Description

This one-day workshop entitled "*Assessing An Adult's Capacity To Consent*" provides participants an excellent opportunity to learn about and discuss mental capacity as it relates to Adult Protective Services. Mental capacity is defined and the differences and similarities between mental capacity and mental competence are discussed. Lecture and small group discussion are used to break mental capacity down into its very basic degrees and components, to help participants better understand the concept of mental capacity. Principles for determining whether an adult has or lacks capacity to consent to protective services are explored, including using APS evaluation data to assist with making a decision about capacity to consent. Participants learn the importance of obtaining help, when necessary, in making a capacity decision, and the importance of accurately and thoroughly documenting how the decision was reached.

Objectives

At the conclusion of this training, participants will:

1. be able to identify indicators of capacity;
2. be familiar with tools used to assist in assessing capacity;
3. be familiar with mental health problems and acute illness and how these impact capacity.
4. be empowered to make the capacity decision;
5. understand that a social worker's judgement and skills are a valuable resource in determining an adult's capacity; and
6. be able to access other professionals to assist with gathering information to make a capacity decision.

Audience

Social workers and supervisors with responsibility for evaluating and planning service interventions in APS cases. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

Contact Person: For questions regarding training content, contact Laura Cockman.

Dates:

September 9, 2004

December 9, 2004

Locations:

Catawba County DSS
3030 11th Avenue Drive SE
Hickory

Wilson County DSS
100 N. Gold Street
Wilson

Adult Protective Services: Dynamics of Mistreatment Among Elderly and Disabled Adults

Description

This one-day workshop is designed for Adult Protective Services staff. The curriculum introduces participants to the mental and emotional aspects of violent and abusive relationships. Participants will learn to recognize and begin to deal with the contributing factors and psychological dynamics of mistreatment. This workshop uses domestic violence theories as its basis, but applies these theories to the types of relationships seen in APS cases.

Objectives

At the conclusion of this training, participants will:

1. have knowledge of basic domestic violence theories and how they relate to APS situations;
2. be able to identify and assess situations where family abuse dynamics are present; and
3. be able to integrate the knowledge of domestic violence theories and solutions of domestic violence cases to APS cases.

Audience

Social workers who have responsibility for evaluating and planning services for Adult Protective Services cases and their supervisors. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

Contact Person: For questions regarding training content, contact Laura Cockman.

Dates:

October 6, 2004

February May 4, 2005

Locations:

Wilson County DSS
100 N. Gold Street
Wilson

Catawba Valley Medical Center
810 Fairgrove Church Road SE
Hickory

Adult Protective Services: Protecting Facility Residents and Patients

Description

This two day training is an advanced and specialized training covering the topic of APS evaluations and service planning in facilities. It provides participants an excellent opportunity to learn about and discuss the function of Adult Protective Services in facilities. The curriculum furthers an understanding of the difference between protecting disabled adults and regulating facilities, stresses collaboration with other agencies and disciplines, and covers diverse methods of protecting disabled adults in facilities. Participants will have already attended the APS Basic Skills training. This training session will offer more in-depth knowledge and skills pertaining to APS in facility settings.

Objectives

At the conclusion of this training, participants will:

1. understand the role of APS in a facility and how APS collaborates with other agencies and disciplines to protect disabled adults;
2. be knowledgeable of the variety of records kept by facilities that pertain to patient or resident care;
3. gain skills and knowledge in selecting persons to interview and other resources to use in a facility based APS evaluation; and
4. learn about different approaches to protective plans when the disabled adult is a resident or patient of a facility.

Audience

Social workers and supervisors with responsibility for evaluating and planning service interventions in APS cases involving facility settings. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

Contact Person: For questions regarding training content, contact Laura Cockman.

Dates:

October 14 – 15, 2004

January 5 – 6, 2005

February 2 – 3, 2005

Locations:

Pitt County DSS
1717 W. Fifth Street
Greenville

Johnston County DSS
714 North Street
Smithfield

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Iredell County Health Department

318 Turnersburg Highway
Statesville

March 16 - 17, 2005

Mountain Area Resource Center
81 Elmwood Way
Waynesville

An Introduction to Aging: Knowledge and Skills for Working with Older Adults and Their Families

Description

This is a two-day foundation course in aging for health and human services professionals from diverse settings. It is designed to provide basic information and skills needed to work effectively with older adults and their families. The training is divided into four modules: Aging Processes, Group and Individual Differences, Changes and Losses, and Practice Challenges. Training methods include lecturettes, skills practice, videos, work with case studies, and opportunities for discussion among participants about topics such as practice challenges, ethics and values, and end-of-life issues.

Objectives

At the conclusion of this training, participants will be able to:

1. distinguish differences between normal aging and pathology;
2. understand the common threads of aging while appreciating the diversity of older people;
3. describe life course transitions and their impact on older people and their families;
4. understand the challenges older adults and their families face; and
5. respect and advocate for the older person's autonomy, dignity, and right to make choices.

Audience

Health and human services professionals who want a basic knowledge of aging as it relates to working with older adults and their families.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

October 25 - 26, 2004

March 15 - 16, 2005

Locations:

Columbus County DSS
40 Government Complex Road
Whiteville

Catawba County DSS
3030 11th Avenue Drive SE
Hickory

At-Risk Case Management Services Basic Training

Description

At-Risk Case Management is a Medicaid funded service that assists adults and children at-risk of abuse, neglect, or exploitation in gaining access to needed services. The program was created in October 1992 as a way of assisting county departments of social services provide required services to adults and children in the face of shrinking SSBG funds. In May 1996, a new criterion for the service was added, allowing the service to be provided to adults and children who are being abused, neglected or exploited and the need for protective services is substantiated.

This one-day training is intended to provide a detailed review of the service, including agency certification requirements, staffing requirements, client criteria for the service, policies governing the provision of the service, and documentation. Some attention is given to fiscal reporting as well.

Objectives

At the conclusion of this training, participants will be able to:

1. understand the criteria for eligibility for At-Risk Case Management Services;
2. correctly identify clients who are eligible for the service;
3. identify the required case management steps; and
4. document service provision in accordance with policy requirements

Audience

Adult and Children Services social workers who provide direct services and their supervisors. Previous completion of Effective Social Work Practice in Adult Services: A Core Curriculum is helpful, but not required, for participation in this training.

Contact Persons: Geoff Santoliquido, for training Adult Services staff
Hope Hunt, for training Children's Services staff

Dates:

Locations:

Scheduled by Request of Adult or Children's Services Program Representative or Local Business Liaisons

Beginning with the End in Mind: Refining Your Skills in Termination

Description

Termination is the last stage in the Family Assessment and Change Process and an integral part of family-centered social work practice. This workshop will help social workers and supervisors refine their skills in ending work with clients and families in a way that acknowledges successes, supports clients and families' change, and "says a good good-bye." This event will assist workers in preparing clients and families to recognize their own strengths, develop resources, find ways to cope with future stressors, and make the transition to leaving the DSS. Because not all endings are planned or positive, this event will also cover strategies social workers can use to work with less than ideal outcomes.

Objectives

At the conclusion of this training, participants will be able to:

1. understand how termination is an important part of goal setting and productive work with clients;
2. compare positive and negative ways to end work with clients and recognize the steps in minimizing possible adverse effects of terminations;
3. understand and develop ways to address the emotional component for clients and social workers in anticipated and unanticipated endings;
4. demonstrate how to incorporate "closing language" from the beginning of work;
5. demonstrate how to plan and apply appropriate social work interventions for terminating with clients; and
6. understand the key elements of planning and processing terminations in the *NASW Code of Ethics*.

Audience

Adult services social workers who provide direct services. Previous completion of Effective Social Work Practice in Adult Services: A Core Curriculum is helpful, but not required, for participation in this training.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

November 5, 2004

June 7, 2005

Locations:

Buncombe County DSS
40 Coxe Avenue
Asheville

Pitt County DSS
1717 W. Fifth Street
Greenville

Effective Counseling in Adult Services

Description

This workshop is an opportunity for adult services social workers to learn and enhance counseling skills in a highly participatory two-day curriculum. This training is intended to teach participants the skills of relationship building, empathic listening, redirection and various counseling approaches, which can be used immediately with adults and their families. Training methods include lecturettes, discussion, and demonstrations. Trainees also participate in pairs in extensive skills practice, with individualized feedback from instructors.

Objectives

At the conclusion of this training, participants will be able to:

1. express the importance of the right to privacy, confidentiality, and self-determination in counseling;
2. recognize the importance of nonverbal communication;
3. express the value of supporting, enabling, and empowering adults and their families in the Family Assessment and Change Process;
4. explain and demonstrate basic relationship-building processes;
5. demonstrate empathic listening techniques; and
6. demonstrate counseling approaches to help adults increase coping skills and bring about change.

Audience

Adult services social workers who provide direct services. Previous completion of Effective Social Work Practice in Adult Services: A Core Curriculum is helpful, but not required, for participation in this training.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

TBA

Locations:

TBA

Effective Social Work Practice in Adult Services: A Core Curriculum

Description

This six-day training, offered in two 3-day sessions, is designed to assist DSS adult services social workers in understanding and integrating the concepts of *A Model for Excellence in Adult Services Administration and Social Work Practice* into their practice. This includes an emphasis on family-centered practice, empowerment of adults and their families, and the importance of cultural differences in work with adults and their families. Participants learn and practice basic skills in counseling, functional assessment, helping adults and their families set goals, emergency and crisis intervention, and service planning and monitoring. Participants also have the opportunity to use a set of tools for case recordkeeping to support and document their practice. Teaching methods include brief presentations, videotapes, role-plays, large and small group discussion, and extensive skills practice.

Objectives

At the conclusion of this training, participants will be able to:

1. explain the major concepts of *A Model for Excellence*;
2. explain and demonstrate the steps in the Family Assessment and Change Process;
3. describe how awareness of and sensitivity to cultural differences affect social workers' relationships with adults and their families;
4. enhance relationships with human services providers in the community; and
5. demonstrate the use of recordkeeping tools for each step of the Family Assessment and Change Process.

Audience

Adult Services social workers and supervisors.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

October 4 – 6 and 12 – 14, 2004

January 11 – 13 and 25 – 27, 2005

April 5 – 7 and 19 – 21, 2005

Locations:

Buncombe County DSS
40 Coxe Avenue
Asheville

New Hanover County DSS
1650 Greenfield Street
Wilmington

Stanley County DSS
1000 North First Street
Albemarle

Effective Supervision and Management in Adult Services

Description

This is a six-module curriculum designed to enhance knowledge and skills essential for the administrative, supportive, and educational functions of an effective adult services manager. Each two-day module provides participants with the opportunity to examine current professional concepts, practice their application, and share ideas and experiences among peers. Training methods include lecturettes, assessment tools, videos, case studies, skills practice, and large and small group discussions. Participants are given reference materials and tools to apply in their work.

Module I: "The Supervisor's Role in Supporting Excellent Adult Services Social Work Practice" focuses on developing and demonstrating effective leadership in adult services to support excellent family-centered social work practice in county DSSs. Participants will assess critical success factors, leadership characteristics, and communication styles that support their mission. Participants will perform a self-analysis to address their own strengths and limitations in these areas. (Not offered in 2004 – 2005.)

Module II: "The Supervisor's Role in Strategic Planning" focuses on the important role of planning and goal setting for adult services programs. Participants will identify how effective plans and goals aid in establishing a mission, budgeting appropriately, and responding to an ever-changing environment. Class work is done on an actual strategic plan which can be used back on the job. (Not offered in 2004 – 2005.)

Module III: "The Supervisor's Role in Developing a Supportive Community Environment" focuses on identifying and practicing effective ways to develop and strengthen support for adult services within the DSS and the community. Project and resource management as well as customer service are examined as ways to increase productivity and collaboration. Working through a worksheet, the value of the adult services program is identified and strategies for marketing it effectively are achieved, allowing participants to return to work with a marketing concept in hand.

Module IV: "The Supervisor's Role in Directing Daily Social Work Activities" focuses on developing a positive approach to supporting the team, which includes recruiting, hiring, roles and relationships, and conflict resolution. Additionally, this workshop addresses cultural sensitivity and competence.

Module V: "The Supervisor's Role in Teaching and Motivation" focuses on supporting retention of staff through professional development and continuous self-improvement, creating an adult learning environment, and motivating staff. Participants will create a learning module to be used with their staff.

Module VI: "The Supervisor's Role in Managing Program Performance" focuses on developing performance outcomes, linking program and client outcomes, and tracking, measuring, and reporting the results. Aspects of quality improvement and risk management are addressed.

Objectives

At the conclusion of all modules of this training, participants will be able to:

1. articulate a vision of an optimally functioning adult services practice environment;
2. use strategic planning and goal setting skills to strengthen adult services programs;
3. improve community support for adult services;

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4. use effective techniques to direct and manage a productive team,
5. use skills to create a learning and motivational environment; and
6. improve program evaluation and establish a self-evaluative environment.

Audience

Adult services supervisors and program managers.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:**Locations:**

Note: four of the six modules were conducted during FY 03-04

Module III

February 23 – 24, 2005

Davidson County Community College
297 DCCC Road
Lexington

Module IV

January 19 – 20, 2005

Cumberland County DSS
1225 Ramsey Street
Fayetteville

Module V

May 10 – 11, 2005

Cleveland County DSS
130 South Post Road
Shelby

Module VI

March 30 – 31, 2005

McDowell County DSS
145 East Court Street
Marion

Ethics and Everyday Judgments

Description

Every day, adult services workers are faced with ethical dilemmas that are becoming increasingly complex. Issues around confidentiality, privacy, self-determination, boundaries, telecommunications, and dual roles are some examples of circumstances in which workers and supervisors must make decisions. Knowing how to make effective ethical decisions requires self-reflection, knowledge of social work standards, use of resources, and supervisory support. This one-day workshop will review effective ways to identify and make ethical decisions and will give participants practice in resolving everyday dilemmas.

Objectives

At the conclusion of this training, participants will be able to:

1. recognize ethical issues in everyday practice;
2. evaluate dilemmas against social work standards of right and wrong that support responsible and ethical action;
3. understand the essential steps for ethical problem solving;
4. use the *NASW Code of Ethics* to guide decision-making; and
5. know how to use peer review and supervision to make effective judgments.

Audience

Adult Services social workers and supervisors.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

December 6, 2004

April 13, 2005

Locations:

Forsyth County DSS
741 N. Highland Avenue
Winston-Salem

Caldwell County Department of Social Services
1966-H Morganton Blvd., SW
Lenoir

Family Centered Practice with Adults: Next Steps

Description

This one-day workshop is valuable to all staff who work with older and disabled adults and their families as it further examines the practical applications of the Principles for Family Centered Practice. Through case scenarios, discussion, and group exercises, participants will explore real-life applications of these principles and the accompanying values and ethics that support best practices.

Objectives

At the conclusion of this training, participants will be able to:

1. demonstrate family-centered goal setting and service planning; and
2. identify and address challenges to family-centered practice in their current work setting.

Audience

Adult services social workers, supervisors, program managers, and other staff providing services to older and disabled adults and their families.

Contact Persons: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

TBA

Locations:

TBA

Geriatric Mental Health Workshop

Description

This four-day training, offered in two 2-day sessions, is designed to enhance knowledge and skills for effective work with older adults with mental disorders and with their families. The curriculum provides an introduction to normal aging and an overview of mental disorders in older adults. It introduces specialized assessment techniques and presents biopsychosocial treatment approaches including modules on psychotropic medications, behavioral approaches to dementia, and counseling older adults and their families. Information on legal issues and ways to plan for potential problems is provided. Participants are introduced to community resources for older adults with mental disorders and their families. Training methods include presentations by experts in the content areas, discussion, videotapes, and skills practice. In addition, the training familiarizes participants with sources of additional information and assistance through a comprehensive resource notebook.

Objectives

At the conclusion of this training, participants will be able to:

1. recognize symptoms of mental disorders in older adults;
2. conduct mental health assessments with older people;
3. understand the importance of addressing medical, drug, and alcohol issues that cause or exacerbate mental illness;
4. incorporate reminiscing and cognitive-behavioral approaches into their counseling with older adults and their families;
5. describe how to implement behavioral interventions for older adults with dementia and access resources for them and their families; and
6. identify legal issues that may confront older adults with mental disorders and their families, and potential remedies for these problems.

Audience

Social workers, nurses, psychologists, allied health professionals, and others who work with older adults with mental disorders.

Contact Person: Registration for these events will be done by the AHECs. For information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES website for links to the AHECs

Dates:

October 27 - 28, 2004 and
November 9 - 10, 2004

April 21 - 22, 2005 and
May 24 - 25, 2005

Locations:

Mountain AHEC
501 Biltmore Avenue
Asheville

Wake AHEC
3024 New Bern Avenue
Raleigh

Guardianship: A Systematic Approach

Description

The focus of this training is consistent with the statutory requirement that all disinterested public agent guardians receive training on their roles and responsibilities as guardians. Information on guardianship law, Department of Health and Human Services policy, and practice issues related to guardianship is included. Training methods include lecturettes, small and large group discussion, presentations by experts in content areas, skills practice, and a case study.

Objectives

At the conclusion of this training, participants will be able to:

1. recognize the purpose and scope of guardianship;
2. identify alternatives to guardianship;
3. discuss the statutory requirements in North Carolina General Statute 35A, and state policies in North Carolina Administrative Code that address the roles and responsibilities of the disinterested public agent guardian;
4. describe the jurisdiction of the Clerk of Superior Court and venue for the hearing on the adjudication of incompetence and the appointment of a guardian;
5. identify the procedures for petitioning the court for the adjudication of incompetence and the appointment of a guardian;
6. explain the types of guardianships and the priority of appointment of guardians; and
7. list ethical principles and guidelines the guardian may use to guide decision-making.

Audience

Directors or assistant directors of county departments of social services, area mental health authorities, local health departments, and county departments on aging who serve as disinterested public agent guardians. Social workers, case managers other others who provide case management responsibilities for guardianship will also find this training beneficial.

Contact Person: Rosalyn Pettyford

Dates:

October 7 - 8, 2004

February 10 – 11, 2005

April 14 - 15, 2005

Locations:

Wayne County Community College
3000 Wayne Memorial Drive
Goldsboro

Alamance County DSS
319 N. Graham-Hopedale Road
Suite C
Burlington

Mountain Area Resource Center
81 Elmwood Way
Waynesville

Guardianship: Decision Making, An Ethical Perspective

Description

Decision making is the fundamental responsibility of a guardian. At the inception of, and for the duration of the guardianship, the guardian is empowered by the court to make legally binding, reasoned and principled decisions that are in the best interest of wards. This training provides an opportunity for in-depth discussions about decision making, and the ethical dilemmas associated with making difficult decisions on behalf of wards.

Objectives

At the conclusion of the training, participants will be able to:

1. acknowledge decision making is the fundamental reason for guardianship;
2. understand the guardian must act solely for the benefit of wards, not for the guardian's personal benefit or the benefit or convenience of others;
3. understand decision making should be based on the ward's preferences, values, opinions, and beliefs;
4. advocate for the ward's involvement and participation in all decisions commensurate with the ward's comprehension and judgment, allowing for error to the same degree as is allowed to individuals who have not been adjudicated incompetent;
5. understand the need to balance the guardian's duty to advocate for the ward's right to self determination with the duty to protect wards when there is reasonable certainty substantial harm will result if a decision is made in accordance with the ward's preferences;
6. describe some of the ethical obligations of the guardian/guardian's representative.
7. practice a principled approach to ethical reasoning;
8. strengthen in-house guidelines or procedures to facilitate informed decision making in the best interest of wards; and
9. continue a pro-active approach with respect to assisting the community in its understanding of guardianship and the guardian/ward relationship.

Audience

This training is appropriate for program administrators, supervisors, social workers, nurses, case managers, and others delegated the responsibility to provide day-to-day oversight and support for wards. Completion of Guardianship: A Systematic Approach, and Guardianship: Planning Services with Wards and Their Families are prerequisites for attending this workshop.

Contact Person: Rosalyn Pettyford

(continued on next page)

Dates:

January 20 - 21, 2005

February 17 – 18, 2005

March 17 – 18, 2005

May 26 – 27, 2005

Locations:

Robeson County Public Library
Osternekt Auditorium
101 N. Chestnut Street
Lumberton

Craven County DSS
2818 Neuse Blvd.
New Bern

Forsyth County DSS
741 Highland Avenue
Winston-Salem

Asheville-Buncombe Technical Community College
340 Victoria Road.
Asheville

Guardianship: Planning Services with Wards and Their Families

Description

The purpose of this training is to provide a framework for organizing work with wards and their families to create positive change and enhance decision-making. This framework includes the following core activities that are central to work with wards and their families: conducting a comprehensive functional assessment, identifying areas for change, establishing goals, planning for interventions and services, implementing services, monitoring, reassessment and case closing. Training methods include lectures, small and large group discussion, skills practice exercises, audiovisuals, and case studies.

Objectives

At the conclusion of the training, participants will be able to:

1. recognize the core activities in the Family Assessment and Change Process that provide a method of engagement and planning with wards/wards families/caregivers;
2. describe a logical way for thinking about and organizing work with wards, their families and caregivers to create positive outcomes and enhance the guardian's decision-making;
3. discuss the importance of setting goals with wards, their families and caregivers that are specific, measurable, attainable, realistic and time-limited;
4. demonstrate how individualized service/treatment plans can be developed from goals;
5. discuss the importance of assuring that wards receive appropriate and continuous care through coordination of both formal and informal resources; and
6. understand the necessity to work toward limiting or terminating the guardianship.

Audience

This training is appropriate for social workers, case managers, public health nurses, county department on aging staff, and supervisors who provide the day to day responsibility for guardianship services. The workshop is being offered as an advanced level training (beyond the basic training) for staff with guardianship responsibility. Completion of Guardianship: A Systematic Approach is a prerequisite for attending this workshop.

Contact Person: Rosalyn Pettyford

Dates:

September 27 – 28, 2004

November 4 – 5, 2004

Locations:

Rowan County DSS
1236 W. Innes Street
Salisbury

Edgecombe County DSS
301 Fairview Road
Rocky Mount

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March 10 – 11, 2005

Cumberland County DSS
1225 Ramsey Street
Fayetteville

May 12 – 13, 2005

Watauga County DSS
132 Popular Grove Connector
Suite C
Boone

Improving the Management and Supervision of In-Home Aide Services

Description

This six-day workshop, offered in three 2-day modules, is designed to enhance knowledge and skills needed to carry out responsibilities for In-Home Aide Services program management and direct aide supervision. Key concepts that are addressed throughout the training include retention of aides and quality assurance. Training methods include discussion, skills practice exercises, and presentations by experts in the field, including local providers from a variety of settings.

Module I: Covers supervision and management issues from the beginning of recruitment until the aide is allowed to work independently with clients. The sessions focus heavily on recruitment, interviewing/selection, orientation, and competency testing of aides.

Module II: Covers ongoing supervision and management issues from the time the aide begins to work independently until she leaves employment as an aide. The sessions address scheduling, in-service training of aides and aide supervisory skills, including improving work habits, problem-solving and performance evaluation.

Module III: Covers broad agency and management issues related to directly providing or contracting for In-Home Aide Services. The sessions address service planning and fiscal management, contracting, record keeping and documentation requirements, and recognizing and rewarding staff.

Objectives

At the conclusion of all modules of this training, participants will be able to:

1. know and use successful techniques for recruiting, interviewing, and selecting in-home aides;
2. identify methods and tools for orienting, training and competency testing aides;
3. utilize techniques for assisting an in-home aide to improve work habits;
4. determine own strengths and weaknesses based on individual supervisory style;
5. know and use a range of training techniques for on-going aide training
6. determine the agency's actual unit cost of providing In-Home Aide Services and understand the cost implications of turnover;
7. describe supervisory techniques and agency approaches that can reduce turnover of in-home aides;
8. describe the pros and cons of contracting for In-Home Aide Services and techniques for improving contracting relationships; and
9. understand the importance of agency and community planning for In-Home Aide Services.

Audience

Staff directly responsible for In-Home Aide Services program management and aide supervision; other staff who have a role in the aide service program, such as: social workers, nurses, case managers, service coordinators, and aide schedulers. Participation will be open to participants from public and private agencies, including local aging, health, and social services programs, and home care agencies. Participants will have an opportunity for sharing knowledge and skills with their peers from a variety of local agency settings.

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This training is being co-sponsored by the NC Divisions of Aging & Adult Services and Public Health, in cooperation with the NC Divisions of Social Services, Facility Services, Services for the Blind, and Mental Health, Developmental Disabilities and Substance Abuse Services, the Association of Home and Hospice Care of North Carolina and a wide range of local provider agencies from all service sectors.

Contact Persons: Jodi Hernandez, Donna White
NC Division of Aging& Adult Services
(919) 733-0440

Dates:

November 2 – 3, 2004and
November 16 – 17, 2004 and
November 30 – December 1, 2004

January 25 – 26, 2005 (Tentative) and
February 8 – 9, 2005 (Tentative) and
February 22 – 23, 2005 (Tentative)

Locations:

Goler Community Center
600 North Chestnut Street
Winston-Salem

Cape Fear Arts Council
807 North Fourth Street
Wilmington

State County Special Assistance Training

Description

This annual statewide Special Assistance training will be presented in 10 locations throughout the state. The training focuses on the SA Monitoring Plan and Procedures which take effect in August 2004. The will also be a review of several changes in Special Assistance policies and procedures that became effective since the last annual training in early 2003.

Objectives

At the conclusion of the training, participants should have the skills and tools to apply the policies and procedures for Special Assistance and be familiar with the new SA monitoring process.

Audience

Special Assistance income maintenance caseworkers and supervisors.

Contact Person: Jackie Franklin, SA Program Manager

Dates:

Location:

July 13, 2004

Cumberland County DSS
1225 Ramsey Street
Fayetteville

July 14, 2004

New Hanover County DSS
1650 Greenfield Street
Wilmington

July 20, 2004

Martin Community College
Kehukee Park Road
Williamston

July 21, 2004

Craven County DSS
2818 Neuse Blvd.
New Bern

July 27, 2004

Forsyth County DSS
714 N. Highland Avenue
Winston-Salem

July 28, 2004

Catawba Valley Community
College – East Campus
Hwy. 70
Hickory

August 3, 2004

Watauga County DSS
132 Poplar Grove Connector, Suite C
Boone

August 5, 2004

Southwestern Community College
447 College Drive
Sylva

August 10, 2004

Stanly County DSS
1000 N. First Street, Suite 2
Albemarle

August 12, 2004

Wake County DSS
220 Swinburne Street
Raleigh

Undiagnosed: Substance Abuse and Older Adults

Description

Researchers are beginning to recognize that alcohol and prescription drug misuse/abuse affects as many as 17 percent of older adults. This silent epidemic can mimic other behavioral or medical disorders during the assessment, screening, and treatment process. This workshop will help adult services workers recognize symptoms of substance abuse, practice screening questions, and identify treatment options in the community.

Objectives

At the conclusion of the workshop, participants will be able to:

1. identify the difference between early and late onset of alcohol abuse;
2. identify key aspects of use and abuse of prescription and over-the-counter medications of our senior population;
3. use screening tools appropriate for older adults; and
4. identify treatment approaches for people over 60.

Audience

Adult services social workers who provide direct services. Previous completion of Effective Social Work Practice in Adult Services: A Core Curriculum is helpful, but not required, for participation in this training.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

October 21, 2004

February 16, 2005

Location:

Guilford County DSS
1203 Maple Street
Greensboro

Pasquotank DSS
709 Roanoke Avenue
Elizabeth City

Working with Clients with Cognitive Disabilities: It's Not Just Alzheimer's

Description

North Carolina's citizens are living longer—into the ages when they are at greater risk for conditions that cause cognitive disabilities (CD). How can county social workers support clients with CD and their families in living as well and as freely as possible? This advanced workshop will review CDs and their causes, teach strategies for assessment, and provide opportunities to practice communication skills with clients.

Objectives

At the conclusion of the workshop, participants will be able to:

1. identify the types of cognitive disability, causes, symptoms, and prognoses;
2. assess clients with sensitivity and respect so as to recognize signs of cognitive decline and the need for further evaluation;
3. communicate more effectively with people with cognitive disabilities;
4. develop strategies for working with families and other care providers; and
5. identify resources within their communities to support clients with cognitive disabilities and their families.

Audience

Adult services social workers who provide direct services. Previous completion of Effective Social Work Practice in Adult Services: A Core Curriculum is helpful, but not required, for participation in this training.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

December 1, 2004

June 1, 2005

Locations:

Durham DSS
220 East Main Street
Room 609
Durham

Buncombe DSS
40 Coxe Avenue
Asheville

Working with Clients with Serious Mental Illness: The DSS Perspective

Description

This two-day training is designed to enhance social workers' knowledge and skills in providing services to adults with serious mental illness. The curriculum familiarizes participants with symptoms and functional problems associated with severe and persistent mental illness; acquaints them with medications and side-effects; helps them understand the emotional impact of these illnesses on adults and their families; empowers them to access mental health services for adults; and helps them prevent or better manage difficult behaviors. The training addresses serious mental illness in general as well as the following specific disorders: Schizophrenia, Major Depressive Disorder, and Bipolar Disorders. Training methods include lecture, discussion, presentations by consumers of mental health services and family members, videotapes, and skills practice with case examples.

Objectives

At the conclusion of this training, participants will be able to:

1. define and describe the major types, signs, symptoms, and phases of severe and persistent mental illness and discuss what is known about causation;
2. list the major categories of psychotropic medications, their common use, and the risks and benefits of medication usage;
3. express increased empathy for the difficulties mental illness causes adults and their families;
4. describe effective ways to access mental health services for adults; and
5. identify effective methods of preventing and managing difficult behaviors.

Audience

Adult services social workers and supervisors; mental health professionals. The involvement of professionals from both service systems helps promote cross-training and enhances collaboration.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

November 15 – 16, 2004

May 17 – 18, 2005

Locations:

Wilson County DSS
100 N. East Gold Street
Wilson

Smoky Mountain Mental Health
44 Bonnie Lane
Sylva